



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

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**To:** NH Medicaid EVV Providers  
**From:** NH Division of Medicaid Services  
**Date:** March 14, 2024  
**Subject:** Claiming of Electronic Visit Verification services

The exception code for Electronic Visit Verification (EVV) visits was activated and demonstrated a "To Be Denied" on electronic claiming with exception code 4951. This was an error as the claims should be paid for the services until we determine the final date for denials. The MMIS team is working to correct the claims internally.

Providers will have these claims adjusted to be paid if the exception code is 4951. Please do not re-issue any claims as it may cause a duplicate.

If there are questions relating to EVV please email [evv@dhhs.nh.gov](mailto:evv@dhhs.nh.gov).

If there are any questions on this notice, please contact the Provider Relations Unit at (603) 223-4774 or (866) 291-1674.

Thank you,

NH Medicaid Provider Relations